



LE DAHU
hôtel & spa
★★★★

Address : 293c, Chemin du Mas Metout
74110 MORZINE • France
Phone : **+33 (0)4.50.75.92.92**
E-mail : **info@dahu.com**
Web : **http://www.dahu.com**

General Sales Conditions 2020-2021

Booking policy

In accordance with article L.121-21-8 12° of the French Consumer Code, you are not eligible to exercise your right of cancellation as written in article L. 121-21.

The prices are service included, but do not include the city tax of 2 euros from 18 years old.

Bookings are only considered firm if accompanied by a deposit (payable on booking) equivalent to **40%** of the total amount (excluding extras)

Deposits can only be deducted at the end of the agreement provided the latter has been fully respected and the balance is payable locally upon departure.

In case of early departure or postponed arrival, the initial stay will be charged.

The deposit is payable by credit card, check or transfer to the account
CIC MORZINE - IBAN : FR76 1009 6182 3000 0232 8030 127 - BIC : CMCIFRPP

Cancellation policy

We offer cancellation free of charge 28 days or 4 weeks before arrival.

If cancelled less than 28 days before check-in, the deposit is non-refundable.

If cancelled on arrival day or in the event of a no-show, 100% of the booking is charged and non-refundable.

Within these 28 days and depending on health developments, we will comply with official decisions and apply the measures imposed by the authorities.

If the government restricts non-essential travel to Morzine-Avoriaz OR if Morzine and Avoriaz are closed due to the pandemic OR if the government of the client's home country advises against travel, the deposit will be postponed for 2 years or refunded.

The official instructions are on <https://www.gouvernement.fr/en/coronavirus-covid-19>

The purchase of personal cancellation insurance should not be neglected for all other so-called "classic" cases of cancellation / interruption.

Arrival and departure

The rooms are available from 3 pm and must be vacated for 11 am on departure.

For arrivals after 10 pm, please contact us before 8 pm at the latest.

Dispute

In the event of a dispute between the trader and the consumer, the latter shall endeavour to find an amicable solution.

In the absence of an amicable agreement, the consumer has the possibility to refer the matter to the consumer mediator of the professional, namely the Association des Médiateurs Européens (AME CONSO), free of charge within one year of the written complaint addressed to the trader.

The referral of the mediator of the consumption must be carried out:

> by completing the form provided for this purpose on the website of the AME CONSO:

www.mediationconso-ame.com

> or by letter addressed to AME CONSO, 11 Place Dauphine – 75001 PARIS - FRANCE

Consumers can also use the available online dispute resolution platform (RLL) using the link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>